

Classroom Course Description

Customer Service:

A New Way of Thinking About the Customer Experience

Working in government customer service can often make you feel frustrated, worn down, and underappreciated. This session is the first in a series that can recharge you and support you in your continuous efforts to be upbeat and engaged in order to provide a positive customer experience.

Who Should Attend: This course is recommended for everyone involved in state government service.

Course Objectives:

- Identify the uniqueness of government customer service.
- Identify what our customers really want.
- Discover business and personal approaches to create a customer centric environment and positive customer experience.

Course Content:

1. Differences between public and private customer service approaches
2. Inside-Out approach to excellent customer service
3. Who are our customers – internal & external
4. Government services (what we do) are transactional; they differ from how we choose to deliver those services.
5. Tools to deliver great service that makes sense to you, as the employee, and to those who use our services

Delivery Format:

- Mini Lecture
- Group activities
- Guided Discussion